



STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD

April 8, 2010
10:00 a.m.

Department of Accounting and General Services
Comptroller's Conference Room 410
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

Minutes

Members in Attendance: Paul Ferreira, Clayton Tom, Victor Ramos, Cedric Apaka, Eric Knutzen, Gordon Bruce, Russell Lundberg, Goldie Cross

Staff in Attendance: Glenn Roach, Courtney Tagupa, Kerry Yoneshige, Pat Ohara

Guest in Attendance: Tony Ramirez, Clement Chan, Lani Natividad, Kenison Tejada, Morris Tamanaha, Melody Lewellen, Thalia Burns

I. Call to order

Vice Chair Paul Ferreira called the meeting to order at 10:00 AM

II. Introductions

Introductions were made

III. Review and Approval of Minutes from March 11, 2010 Board Meeting. Motion

Gordon Bruce made a motion to approve the minutes of the March 11, 2010 Board Meeting

Victor Ramos seconded the motion

No discussion

Motion passed unanimously by voice vote

IV. Committee Updates by Chairs.

- a. Finance Committee – nothing to report
- b. Technical Committee – nothing to report
- c. Policies and Objectives Committee – nothing to report
- d. Administration Committee – nothing to report

e. Public Relations Committee – nothing to report

V. PSAP Status Updates

- a. Kauai-Nothing to report
- b. Oahu-Nothing to report
- c. Molokai-Nothing to report
- d. Maui-Nothing to report
- e. Hawaii-Nothing to report

VI. Items for Discussion, Consideration and Action

- a. Monthly Financial Report

Mr. Tagupa presented the monthly financial report for February 2010

- b. Request for Reimbursement of costs for PSAP Representatives to attend “911: Preparing Hawaii for Change” event on March 31, 2010.

Victor Ramos made a motion to approve the reimbursement of costs PSAP representatives to attend the “911: Preparing Hawaii for Change” event held on March 31, 2010

Cedric Apaka seconded the motion

The Vice-chair recognized the hard work and effort by the planning committee for conducting a very successful event

No further discussion

The motion passed unanimously by voice vote

- c. Request for Reimbursement from the Maui Police Department for 9-1-1/CAD Backup Unit in the amount of \$55,743.72

Gordon Bruce made a motion to approve the Request for Reimbursement from the Maui Police Department for 9-1-1/CAD Backup Unit in the amount of \$55,743.72

Goldie Cross seconded the motion

No discussion

The motion passed unanimously by a voice vote.

- d. Legislative Update

Update on the status of Hawaii Legislation that could impact 9-1-1 or the Board

VII. Announcements.

The Executive Director presented the response to the request from the FCC on the use of 9-1-1 Funds

Kevin Kuwahara, from Hawaiian Telcom informed the Board that Hawaiian Telcom would begin charging the PSAPs for long distance charges related to call backs of wireless phones

Kenison Tejada announced the Pacific NENA/APCO Chapter would be planning PSAP forum in the month of September

Morris Tamanaha announced that the joint military communications center would begin handling emergency calls for all of the military on Oahu.

VIII. Next meeting date – Thursday, May 13, 2010

IX. Adjournment.

Meeting was adjourned at 10:40 AM

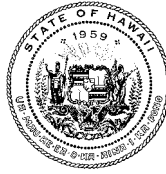
Wireless Enhanced 911Board

April 8, 2010

10:00 a.m.

Department of Accounting and General Services
 Comptroller's Conference Room
 1151 Punchbowl Street, Honolulu, HI 96813

Name	Agency	Phone
1. Paul K. FERREIRA	Hawaii TP	808-961-2244
2. CAMERON TOM	MAUI P.D.	808-244-6305
3. VICTOR T. RAYOS	"	808-244-6303
4. Tony RAMIREZ	AKIMEKA LLC	808-722-1316
5. COURTNEY TAGUFA	Akimeka Tecit LLC	447-8919
6. Cedric AKA	VFW	674-4600
7. Eric Knutzen	Kauai	241-4406
8. GORDON BRUCE	CAC HUL	7687601
9. Clement Chan	C+C DIT	7687688
10. Lani Natividad	HPD Comm	540-8218
11. Kenison Tejada	Honolulu Fire	478-7704
12. Morris Tamanaha	RDC	471-3141
13. RUSSELL LUNDBERG	Mobi PCS	723-2211
14. Kerry Yakeshi	DAKS	586-0696
15. PAT O'HARA	Attorney General	586-1268
16. Melodey Jewellen	HPD	529-3534
17. Thalia Burns	HPD	529-3398
18. Goldie Cross	ATT	222-1692
19.		
20.		



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

April 8, 2010
10:00 a.m.

Department of Accounting and General Services
Comptroller's Conference Room 410
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from March 11, 2010 Board Meeting.
- IV. Committee Updates by Chairs.
 - a. Finance Committee
 - b. Technical Committee
 - c. Policies and Objectives Committee
 - d. Administration Committee
 - e. Public Relations Committee
- V. PSAP Status Updates
 - a. Kauai
 - b. Oahu
 - c. Molokai
 - d. Maui
 - e. Hawaii
- VI. Items for Discussion, Consideration and Action
 - a. Monthly Financial Report
 - b. Request for Reimbursement of costs for PSAP Representatives to attend "911: Preparing Hawaii for Change" event on March 31, 2010.
 - c. Request for Reimbursement from the Maui Police Department for 9-1-1/CAD Backup Unit in the amount of \$55,743.72
 - d. Legislative Update
- VII. Announcements.
- VIII. Next meeting date – Thursday, May 13, 2010
- IX. Adjournment.

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

FIRST HAWAIIAN BANK ACCOUNTS:			
General Fund	Beginning	Net	Ending
ITEM	Balance	Change	Balance
Cash Inflow:			
Wireless Surcharge Collection	\$ 40,294,296.38	\$ 736,366.31	\$ 41,030,662.69
Interest Income	\$ 1,811,702.53	\$ 435.31	\$ 1,812,137.84
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,554,466.52	\$ 435.31	\$ 1,554,901.83
Subtotal Cash Inflow	\$ 41,848,762.90	\$ 736,801.62	\$ 42,585,564.52
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (10,530,577.77)	\$ (531,674.56)	\$ (11,062,252.33)
Board Member Travel Expense	\$ (63,631.70)	\$ (1,629.20)	\$ (65,260.90)
DB&F Revenue Assessments	\$ (1,994,726.14)		\$ (1,994,726.14)
DB&F Administrative Expense Assessments	\$ (282,904.78)		\$ (282,904.78)
WSP Reimbursement	\$ (661,573.66)		\$ (661,573.66)
Consultant-Intrado, Inc.	\$ (430,785.41)	\$ (8,475.00)	\$ (439,260.41)
Consultant-Executive Director	\$ (1,376,255.03)	\$ (27,083.33)	\$ (1,403,338.36)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,689.85)		\$ (1,689.85)
Unused PSAP Grant Fund Expenditures			\$ -
Subtotal Cash Outflow	\$ (31,366,689.34)	\$ (568,862.09)	\$ (31,935,551.43)
Totals	\$ 10,482,073.56	\$ 167,939.53	\$ 10,650,013.09

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911					
RECEIPTS & DISBURSEMENTS					
MONTH OF MARCH 2010					
DESCRIPTION	Hawaii PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
RECEIPTS					
Interest Inc	-	-	-	435.31	435.31
Total Wireless Surcharge Collection	-	-	-	736,366.31	736,366.31
Total Receipts	-	-	-	736,801.62	736,801.62
DISBURSEMENTS					
Bank Charge	-	-	-	31.96	31.96
Board Member Travel	-	-	-	1,597.24	1,597.24
Consulting Expense					
Intrado, Inc	-	-	-	8,475.00	8,475.00
TKC Consulting Group, LLC	-	-	-	27,083.33	27,083.33
Total Consulting Expense	-	-	-	35,558.33	35,558.33
PSAP Expenses					
Akimeka Program Mgmt	35,150.07	34,758.19	-	-	69,908.26
CAD Related Expenses					
CAD Maintenance	-	-	222,030.11	-	222,030.11
CAD Related Expenses - Other	35,666.61	-	-	-	35,666.61
Total CAD Related Expenses	35,666.61	-	222,030.11	-	257,696.72
Conferences					
911 Goes to Washington Conf	-	-	-	2,955.36	2,955.36
911 MSAG & GIS	-	-	-	366.46	366.46
Total Conferences	-	-	-	3,321.82	3,321.82
Excom911 Logging Recorder Maint	-	-	29,009.50	-	29,009.50
Hawaiian Telcom Charges					
Hawaiian Telcom Trunk	153,171.96	18,566.30	-	-	171,738.26
Total Hawaiian Telcom Charges	153,171.96	18,566.30	-	-	171,738.26
Total PSAP Disbursements	223,988.64	53,324.49	251,039.61	3,321.82	531,674.56
Total Disbursements	223,988.64	53,324.49	251,039.61	40,509.35	568,862.09
Net Receipts & Disbursements	(223,988.64)	(53,324.49)	(251,039.61)	696,292.27	167,939.53

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911																		
BUDGET vs. ACTUALS																		
FOR 9 MONTHS ENDING MARCH 31, 2010																		
DESCRIPTION	Hawaii PSAP			Kauai PSAP			Maui PSAP			Oahu PSAP			Operations			TOTAL		
	Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget	Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget	Jul '09 - Mar 10	Annual Budget	\$ Over/(Under) Budget	Jul '09 - Mar 10	Budget	\$ Over Budget	Jul '09 - Mar 10	Budget	\$ Over Budget	Jul '09 - Mar 10	Budget	\$ Over Budget
RECEIPTS:																		
Interest Inc	-			-			-			-			6,795.78	7,973.35	(1,177.57)	6,795.78	7,973.35	(1,177.57)
Wireless Surcharge Collection	-			-			-			-			6,503,921.75	6,331,964.34	171,957.41	6,503,921.75	6,331,964.34	171,957.41
Total Receipts	-			-			-			-			6,510,717.53	6,339,937.69	170,779.84	6,510,717.53	6,339,937.69	170,779.84
DISBURSEMENTS:																		
Audit Expense	-			-			-			-			8,882.50	8,900.00	(17.50)	8,882.50	8,900.00	(17.50)
Bank Charge	-			-			-			-			31.96			31.96	-	31.96
Board Member Travel	-			-			-			-			16,203.95	26,699.60	(10,495.65)	16,203.95	26,699.60	(10,495.65)
Consulting Expense	-			-			-			-			388,581.14	556,303.00	(167,721.86)	388,581.14	556,303.00	(167,721.86)
DB&F Assessments	-			-			-			-			289,163.87	670,823.00	(381,659.13)	289,163.87	670,823.00	(381,659.13)
PSAP Expenses	885,456.51	1,971,729.00	(1,086,272.49)	511,434.33	2,210,493.00	(1,699,058.67)	521,043.12	968,765.40	(447,722.28)	1,496,900.32	2,406,287.00	(909,386.68)	3,321.82	3,000.00	321.82	3,418,156.10	7,560,274.40	(4,142,118.30)
WSP Cost Recovery	-			-			-			-			165,227.24	177,000.00	(11,772.76)	165,227.24	177,000.00	(11,772.76)
Total Disbursements	885,456.51	1,971,729.00	(1,086,272.49)	511,434.33	2,210,493.00	(1,699,058.67)	521,043.12	968,765.40	(447,722.28)	1,496,900.32	2,406,287.00	(909,386.68)	871,412.48	1,442,725.60	(571,313.12)	4,286,246.76	9,000,000.00	(4,713,753.24)
Net Receipts/(Disbursements)	(885,456.51)	(1,971,729.00)	1,086,272.49	(511,434.33)	(2,210,493.00)	1,699,058.67	(521,043.12)	(968,765.40)	447,722.28	(1,496,900.32)	(2,406,287.00)	909,386.68	5,639,305.05	4,897,212.09	742,092.96	2,224,470.77	(2,660,062.31)	4,884,533.08

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911			
BUDGET vs ACTUALS			
FOR 9 MONTH ENDING MARCH 31, 2010			
		Hawaii PSAP	
DESCRIPTION	Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses			
Akimeka Program Mgmt	281,200.56	389,006.00	(107,805.44)
CAD Related Expenses			
CAD Maintenance	-		
Integrgraph CAD upgrade	142,666.40	327,130.00	(184,463.60)
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	35,666.61	39,343.00	(3,676.39)
Total CAD Related Expenses	178,333.01	366,473.00	(188,139.99)
Conferences			
911 Goes to Washington Conf	-	3,000.00	(3,000.00)
MSAG & GIS Reconciliation Proj.	-		
APCO Conference	14,519.68	14,520.00	(0.32)
Navigator 2009	-		
Nena Conference	10,636.89	10,636.00	0.89
Telematics VRS/IP Meeting	-		
Total Conferences	25,156.57	28,156.00	(2,999.43)
Hawaiian Telcom Charges			
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	350,438.58	280,979.00	69,459.58
HawT Chgs for C&C, Hickam, HPD	-		
Total Hawaiian Telcom Charges	350,438.58	280,979.00	69,459.58
Pictometry License Agreement	50,327.79	907,115.00	(856,787.21)
Software Maintenance			
GeoSnap Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	885,456.51	1,971,729.00	(1,086,272.49)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911			
BUDGET vs ACTUALS			
FOR 9 MONTH ENDING MARCH 31, 2010			
	Kauai PSAP		
DESCRIPTION	Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses			
Akimeka Program Mgmt	285,002.34	265,846.00	19,156.34
CAD Related Expenses			
CAD Maintenance	-		
Integraph CAD upgrade	-		
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	-	1,375,783.00	(1,375,783.00)
Total CAD Related Expenses	-	1,375,783.00	(1,375,783.00)
Computers			
20 PTK Cordless	-		
Servers DIT	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	-	6,000.00	(6,000.00)
MSAG & GIS Reconciliation Proj.	-		
APCO Conference	1,812.31	3,500.00	(1,687.69)
Navigator 2009	-		
Nena Conference	-	7,000.00	(7,000.00)
Telematics VRS/IP Meeting	-		
Total Conferences	1,812.31	16,500.00	(14,687.69)
EMS Tower Equipment	-		
EMS Tower Lease	-		
Excom911 Logging Recorder Maint	-		
Fiber Optic Cable	-		
GeoCom Consulting	-		
Hawaiian Telcom Charges			
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	114,739.68	342,715.00	(227,975.32)
HawT Chgs for C&C, Hickam, HPD	-		
Total Hawaiian Telcom Charges	114,739.68	342,715.00	(227,975.32)
Overtime			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
Total Overtime	-		
Pictometry License Agreement	109,880.00	209,649.00	(99,769.00)
Software Maintenance			
GeoSnap Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	511,434.33	2,210,493.00	(1,699,058.67)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911			
BUDGET vs ACTUALS			
FOR 9 MONTH ENDING MARCH 31, 2010			
		Maui PSAP	
DESCRIPTION	Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses			
Akimeka Program Mgmt	334,107.92	373,756.00	(39,648.08)
CAD Related Expenses			
CAD Maintenance	-		
Integraph CAD upgrade	-		
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	-		
Total CAD Related Expenses	-		
Computers			
20 PTK Cordless	-		
Servers DIT	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	-	6,000.00	(6,000.00)
MSAG & GIS Reconciliation Proj.	-		
APCO Conference	7,492.69	12,045.00	(4,552.31)
Navigator 2009	-		
Nena Conference	12,045.41	7,500.00	4,545.41
Telematics VRS/IP Meeting	300.40	300.40	-
Total Conferences	19,838.50	25,845.40	(6,006.90)
EMS Tower Equipment			
EMS Tower Lease	-		
Excom911 Logging Recorder Maint			
Fiber Optic Cable	-		
GeoCom Consulting			
Hawaiian Telcom Charges			
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	167,096.70	204,348.00	(37,251.30)
HawT Chgs for C&C, Hickam, HPD	-		
Total Hawaiian Telcom Charges	167,096.70	204,348.00	(37,251.30)
Overtime			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
Total Overtime	-		
Pictometry License Agreement			
Software Maintenance	-	364,816.00	(364,816.00)
GeoSnap Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	521,043.12	968,765.40	(447,722.28)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911			
BUDGET vs ACTUALS			
FOR 9 MONTH ENDING MARCH 31, 2010			
	Oahu PSAP		
DESCRIPTION	Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS			
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses			
CAD Maintenance	222,030.11		
Integraph CAD upgrade	-		
Motorola CAD Port @ Kapolei	-	7,766.00	(7,766.00)
CAD Related Expenses - Other	36,580.12	91,719.00	(55,138.88)
Total CAD Related Expenses	258,610.23	99,485.00	159,125.23
Computers			
20 PTK Cordless	4,859.43	6,363.00	(1,503.57)
Servers DIT	-	68,789.00	(68,789.00)
Total Computers	4,859.43	75,152.00	(70,292.57)
Conferences			
911 Goes to Washington Conf	-	12,000.00	(12,000.00)
MSAG & GIS Reconciliation Proj.	-		
APCO Conference	21,693.80	14,500.00	7,193.80
Navigator 2009	7,014.30	7,014.00	0.30
Nena Conference	14,508.95	21,700.00	(7,191.05)
Telematics VRS/IP Meeting	-		
Total Conferences	43,217.05	55,214.00	(11,996.95)
EMS Tower Equipment	-	106,432.00	(106,432.00)
EMS Tower Lease	7,539.26	7,540.00	(0.74)
Excom911 Logging Recorder Maint	29,009.50		
Fiber Optic Cable	-	115,310.00	(115,310.00)
GeoCom Consulting	41,780.09	41,781.00	(0.91)
Hawaiian Telcom Charges			
Haw Tel T1 Charges	-	35,191.00	(35,191.00)
Hawaiian Telcom Trunk	1,086,128.58	1,528,760.00	(442,631.42)
HawT Chgs for C&C, Hickam, HPD	-	31,620.00	(31,620.00)
Total Hawaiian Telcom Charges	1,086,128.58	1,595,571.00	(509,442.42)
Overtime			
O/T GeoComm Training	3,376.18	13,758.00	(10,381.82)
O/T Pictometry Training	-	3,106.00	(3,106.00)
Total Overtime	3,376.18	16,864.00	(13,487.82)
Pictometry License Agreement	-	270,558.00	(270,558.00)
Software Maintenance			
GeoSnap Maintenance	22,380.00	22,380.00	-
Total Software Maintenance	22,380.00	22,380.00	-
Total PSAP Expenses	1,496,900.32	2,406,287.00	(909,386.68)

HAWAII WIRELESS ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 March 2010

WIRELESS ENHANCED 911				
BUDGET vs ACTUALS				
FOR 9 MONTH ENDING MARCH 31, 2010				
		Operations		
DESCRIPTION		Jul '09 - Mar 10	Total Annual Budget	\$ Over/(Under) Budget
Income				
	Interest Inc	6,795.78	7,973.35	(1,177.57)
	Total Wireless Surcharge Collection	6,503,921.75	6,331,964.34	171,957.41
	Total Income	6,510,717.53	6,339,937.69	170,779.84
DISBURSEMENTS				
	Audit Expense	8,882.50	8,900.00	(17.50)
	Bank Charge	31.96		
	Board Member Travel	16,203.95	26,699.60	(10,495.65)
	Consulting Expense			
	Akimeka, LLC	159,162.97	172,500.00	(13,337.03)
	Intrado, Inc	148,168.18	221,303.00	(73,134.82)
	TKC Consulting Group, LLC	81,249.99	162,500.00	(81,250.01)
	Total Consulting Expense	388,581.14	556,303.00	(167,721.86)
	DB&F Assessments			
	DB&F Admin. Exp. Assess	76,182.97	255,587.00	(179,404.03)
	DB&F Revenue Assessment	212,980.90	415,235.00	(202,254.10)
	Total DB&F Assessments	289,163.87	670,822.00	(381,658.13)
	Conferences			
	911 Goes to Washington Conf	2,955.36	3,000.00	(44.64)
	MSAG & GIS Reconciliation Proj.	366.46		366.46
	Total Conferences	3,321.82	3,000.00	321.82
	WSP Cost Recovery			
	Sprint/Nextel	165,227.24	177,000.00	(11,772.76)
	Total WSP Cost Recovery	165,227.24	177,000.00	(11,772.76)
	Total Expense	871,412.48	1,442,724.60	(571,312.12)
	Net Income	5,639,305.05	4,897,213.09	742,091.96

Hawaii County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• PSAP Operations

9-1-1 Call Volume – March 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,186	3,910	38.4%	6,276	61.6%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	30,224	12,054	39.9%	18,168	60.1%	2	0.0%	3,366	11.1%
AVG PER MO	10,075	4,018		6,056		1		1,122	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	5,606	2,771	49.5%	23.0%	2,831	50.5%	15.6%	4	0.1%	128	2.3%
AVG PER MO	1,869	924			944			1		43	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawaii County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- **PSAP Operations (continued)**

Wireless Test – March 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
03/04/10 – 03/05/10	Sprint/Nextel (Connectivity Testing)	1	2	Hawaii PSAP/ Akimeka
03/11/10	Mobi PCS	1	3	Hawaii PSAP/ Akimeka

03/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.

Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP.

03/01/10 -- Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Currently pending legislation is SB2695 and HB2542 - Transfer of Non-General Funds and HCR No. 281 -- Requesting an Audit of the Wireless Enhanced 9-1-1 Fund.

03/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are under review.

03/05/10 Akimeka personnel shared information and websites highlighting National Public Safety Telecommunications Week, April 11-17, 2010, with the Neighbor Island PSAPs.

03/17/10 -- Ongoing Akimeka personnel continue to work with the Neighbor Island PSAPs regarding the Safelink certification. Safelink is a program being introduced by Tracfone which will allow 80 free wireless minutes per month to qualified low income subscribers.

The certification being requested is to document that Tracfone has provided letters from each of the wireless service providers they subscribe to and that 9-1-1 service will be processed equally between Tracfone and Safelink subscribers.

Akimeka personnel is reviewing and will be providing the Neighbor Island PSAPs will a recommendation by April 15, 2010.

Tracfone/Safelink would like to receive the certification from each of the PSAPs by April 30, 2010. If no certification is received, Tracfone/Safelink will self-certify and implement on May 13, 2010.

03/24/10 Akimeka personnel provided Plant/CML and Wireless training to the two (2) new Police dispatchers.

Hawaii County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• **MSAG**

Current Month – March 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	187	182	87	38	29	9	19	4,058	5	0	0

Revised categories and report format changes effective April 2009.

A total of 187 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of March 2010, a total of 4,058 customer ANI/ALI records were updated as a result of the 182 changes made to the MSAG database. The majority of these were due to the correction of street name and/or street name suffix spelling issues in the MSAG. These corrections were concentrated in the larger populated areas, such as Hilo, Kea`au, and Kurtistown, which contributed to the significant increase.

In addition, these corrections were made to conform with accurate GIS data. As such, this will ensure proper plotting and display for the dispatcher.

There are no records in Suspended status as of March 31, 2010 – six consecutive months since October 2009.

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	187	182	87	38	29	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	545	479	195	69	79	85	51	4,290	66		
AVG PER MO	182	160	65	23	26	28	17	1,430	22		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawaii County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	03/08/10			Per T-Mobile CRSS
Street Centerline				
Address Points	03/24/10			
	03/15/10			
	03/12/10			
	03/09/10			
	03/04/10			
	03/03/10			
	03/02/10			
Psuedo Address Points	03/31/10			
	03/29/10			
	03/24/10			
	03/08/10			
	03/04/10			
	03/03/10			
Parcels				
Churches				
Coastal Names	03/23/10			
	03/03/10			
	03/01/10			
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations	03/12/10			
	03/03/10			
Food & Beverage	03/09/10			
	03/01/10			

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Hawaii County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010 (continued)**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed	Date Uploaded to Server		
Hospitals	03/01/10			
Hotels				
Milepost Markers				
National and State Parks	03/03/10			
	03/01/10			
Ocean Rescue				
Points of Interest	03/24/10			
	03/03/10			
	03/01/10			
Police Beat Boundaries				
Police District				
Police ESZ	03/29/10			Per requested changes from Hawaii County Police
	03/08/10			
	03/05/10			
Police Stations	03/24/10			
Post Office				
Schools	03/03/10			
	03/01/10			
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

<u>Note:</u>	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Hawaii County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010 (continued)**

Current Month GIS Activities – March 2010

- 03/09/10 Akimeka GIS personnel prepared PowerMap Training videos for delivery.
- 03/12/10 Akimeka GIS personnel trained two (2) Police dispatchers and Sergeant Kelley Matsumoto on PowerMap.
- 03/12/10 Akimeka GIS personnel delivered the last three (3) parts of the PowerMap Training.
- 03/12/10 Akimeka GIS personnel delivered an updated ArcReader Project to the Hawaii County Fire Department, per their request.

- Service Requests Transactions**

Open Service Requests – March 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	160	Incorrect Address: TN = 808/930-4654	MSAG - AN/ALI Discrepancy	Normal	Request to update record sent to PLNLI; correction pending. PLNLI to contact customer to confirm location.

Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	33	32	1	3	3	30	29	0	0	0	0
<u>Note:</u>		Open Service Requests reflect what is in pending status at the end of the report month.									

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• PSAP Operations

9-1-1 Call Volume – March 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,085	1,125	36.5%	1,959	63.5%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	8,770	3,276	37.4%	5,478	62.6%	16	0.2%	1,666	19.0%
AVG PER MO	2,923	1,092		1,826		5		555	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – March 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
03/04/10 – 03/05/10	Sprint/Nextel (Connectivity Testing)	1	2	Kauai PSAP/Akimeka

Kauai County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- **PSAP Operations (continued)**

- 03/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP.
- 03/01/10 -- Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Currently pending legislation is SB2695 and HB2542 - Transfer of Non-General Funds and HCR No. 281 -- Requesting an Audit of the Wireless Enhanced 9-1-1 Fund.
- 03/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are under review.
- 03/01/10 -- Ongoing Akimeka personnel continues to work with Wavecomm Solutions (formerly Pacific Lightnet) to resolve and clear an open trouble ticket for the Kauai Beach Hotel where no ANI/ALI is being sent on 9-1-1 calls.
- Kauai County PSAP is still waiting for a test date from Wavecomm Solutions to test with the hotel before the trouble ticket is closed.
- 03/01/10 -- Ongoing Akimeka personnel continues to work with DLNR to establish an identification and location for the Polihale State Park callbox. This callbox and location will then be downloaded into the 9-1-1 database.
- Allen Hanike of DLNR is currently on leave and this information is pending his return on April 1, 2010.
- 03/05/10 Akimeka personnel shared information and websites highlighting National Public Safety Telecommunications Week, April 11-17, 2010, with the Neighbor Island PSAPs.
- 03/17/10 -- Ongoing Akimeka personnel continue to work with the Neighbor Island PSAPs regarding the Safelink certification. Safelink is a program being introduced by Tracfone which will allow 80 free wireless minutes per month to qualified low income subscribers.
- The certification being requested is to document that Tracfone has provided letters from each of the wireless service providers they subscribe to and that 9-1-1 service will be processed equally between Tracfone and Safelink subscribers.
- Akimeka personnel is reviewing and will be providing the Neighbor Island PSAPs will a recommendation by April 15, 2010.
- Tracfone/Safelink would like to receive the certification from each of the PSAPs by April 30, 2010. If no certification is received, Tracfone/Safelink will self-certify and implement on May 13, 2010.

Kauai County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• **MSAG**

Current Month – March 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
KAUAI	67	65	30	0	18	14	3	162	2	0	0

Revised categories and report format changes effective April 2009.

A total of 67 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of March 2010, 162 customer ANI/ALI records were corrected as a direct result of the 65 change requests made to the MSAG database. These corrections were made to conform with accurate GIS data. As such, this will ensure proper plotting and display for the dispatcher. There are currently no requests under Requested or Suspended status in 911Net and there are no issues on the monthly Intrado 701/709 report.

Additionally, a street name comparison was performed between the Street Centerline and MSAG databases to: 1) ensure all necessary streets listed in the street centerline exist in the MSAG database, and 2) identify any streets in the MSAG database unsynchronized with and/or not included in the street centerline database. All 266 issues identified were researched and necessary action taken. This comparison will be periodically performed to ensure continuous street name synchronization between the Street Centerline and MSAG databases.

There are no records in Suspended status as of March 31, 2010 – two consecutive months.

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	143	140	73	3	31	26	7	357	3		
AVG PER MO	48	47	24	1	10	9	2	119	1		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Kauai County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- **Mapping Layers Updated/Loaded Into GIS – March 2010**

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
Street Centerlines	03/23/10			
	03/19/10			
	03/15/10			
	03/11/10			
Address Points	03/23/10			
	03/19/10			
	03/15/10			
	03/12/10			
	03/08/10			
Pseudo Address Points				
Parcels				
Coastal Names	03/23/10			
	03/22/10			New layer created.
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Hotels				
Medic Beat Boundaries				
Milepost Markers				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Kauai County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- **Mapping Layers Updated/Loaded Into GIS – March 2010 (continued)**

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
National and State Parks				
Plat Maps				
Points of Interest	03/12/10			
	03/11/10			New layer created.
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
	03/19/10			
Tsunami Evacuation Zones				
WiFi Sites				

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

Current Month GIS Activities – March 2010

- 03/01/10 Akimeka GIS personnel changed the PowerMap configuration to display Police Beat boundaries when dispatchers "click" on a specific location. In addition, Akimeka GIS personnel created and submitted written instructions on how to perform the function.
- 03/03/10 Akimeka GIS personnel notified Kauai IT, Garret Johnson, via email that the FTP site had layers posted for downloading.
- 03/08/10 Akimeka GIS personnel started working on creating PowerMap Training videos for the Kauai County PSAP.

Kauai County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- **Service Requests Transactions**

Open Service Requests – March 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	4	4	0	3	3	1	1	0	0	0	0
Note: Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions



Call Statistics ***

The following call statistics are based on the ALI data captured and logged by GeoComm systems at each of the Oahu PSAP sites. These figures are for the following period:

3/1/2010 - 3/31/2010

Call Totals for Oahu PSAP

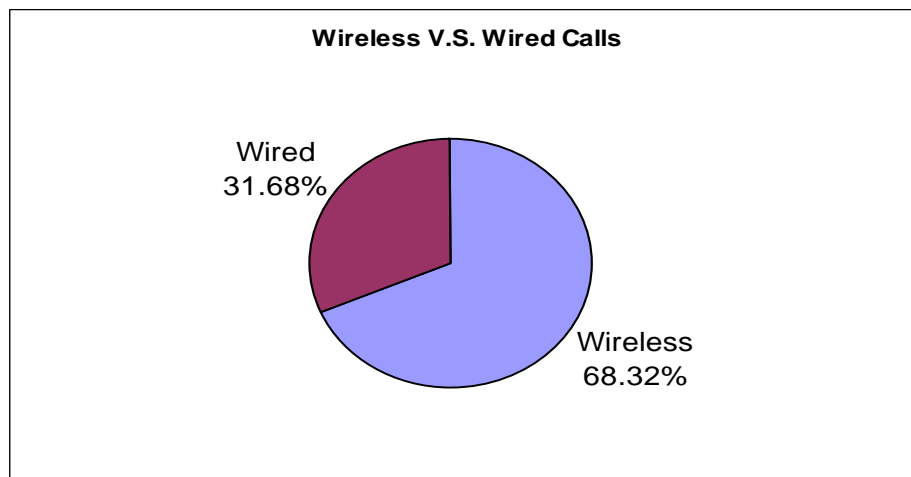
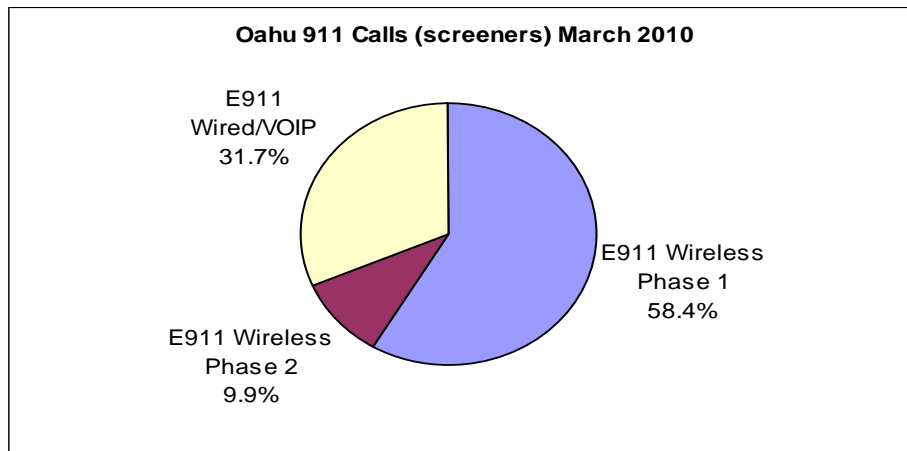
	Wired lines		Wireless Phase 1		Wireless Phase 2		Total
Initial Calls (screeners)	21436	31.68%	39522	58.40%	6711	9.92%	67669
HPD	21129	31.39%	37247	55.34%	8929	13.27%	67305
HFD	1764	44.84%	1772	45.04%	398	10.12%	3934
EMS	3008	46.64%	2867	44.46%	574	8.90%	6449
RDC	621	26.65%	1117	47.94%	592	25.41%	2330
Hickam	37	11.01%	231	68.75%	68	20.24%	336
	21436	31.68%	39522	58.40%	6711	9.92%	67669



Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	39522	58.40%
E911 Wireless Phase 2	6711	9.92%
E911 Wired/VOIP	21436	31.68%
Total	67669	

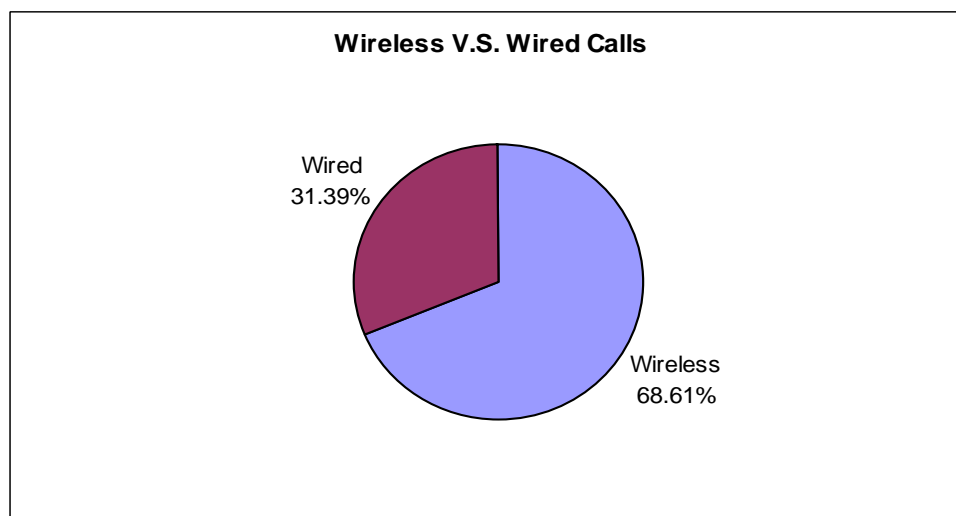
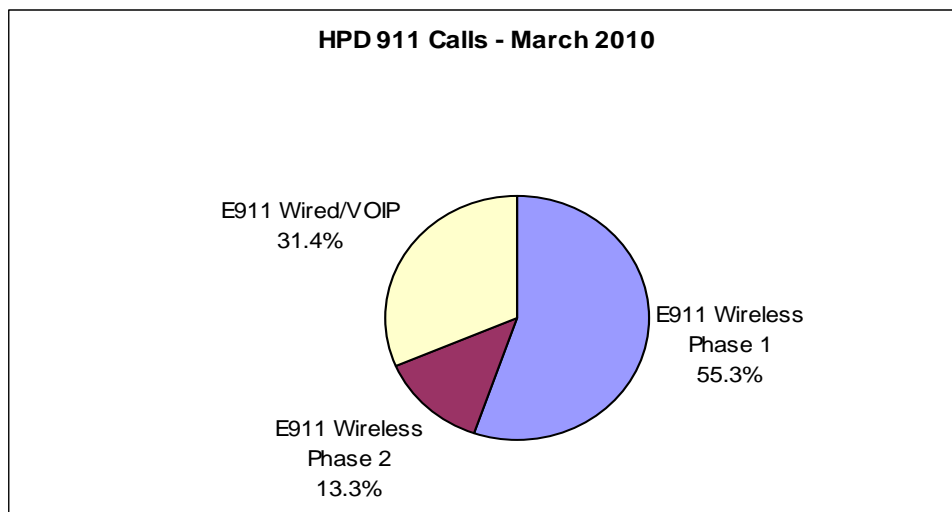




Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	37247	55.34%
E911 Wireless Phase 2	8929	13.27%
E911 Wired/VOIP	21129	31.39%
	67305	

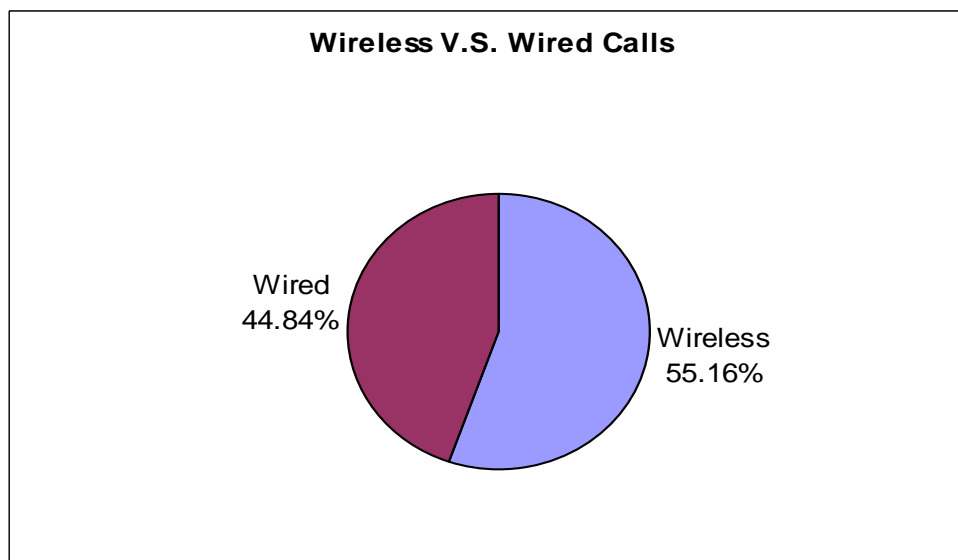
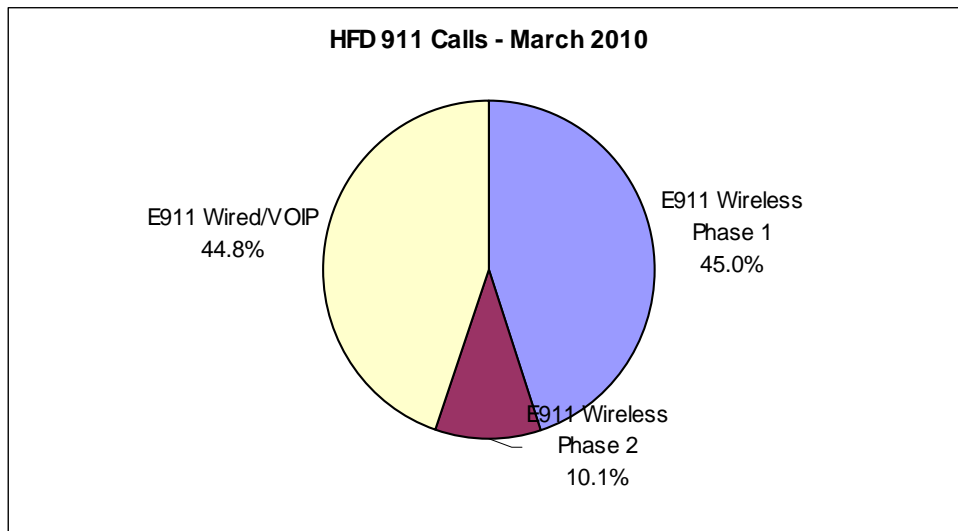




Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	1772	45.04%
E911 Wireless Phase 2	398	10.12%
E911 Wired	1764	44.84%
Total	3934	

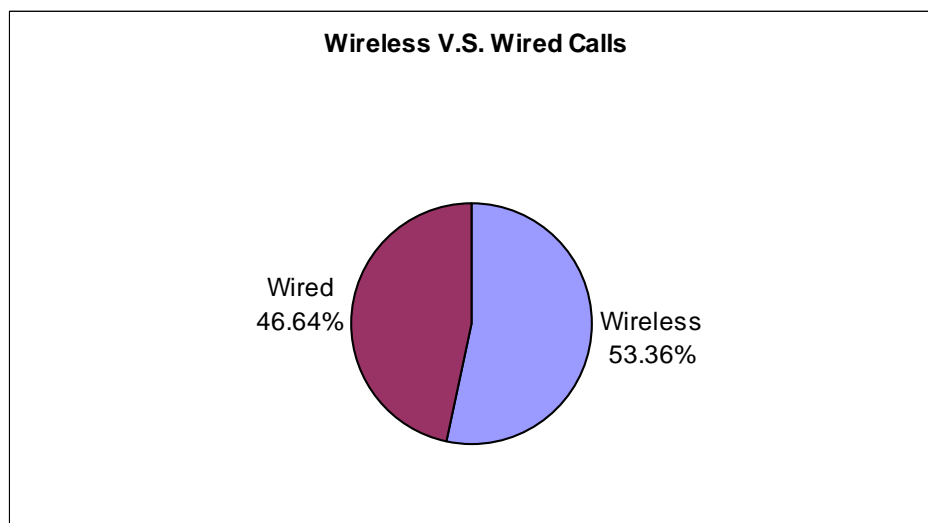
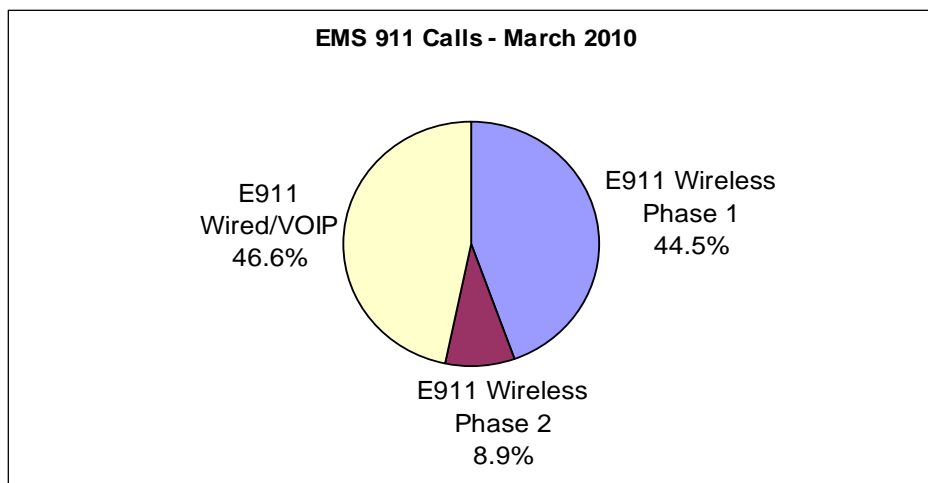




Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2867	44.46%
E911 Wireless Phase 2	574	8.90%
E911 Wired/VOIP	3008	46.64%
Total	6449	

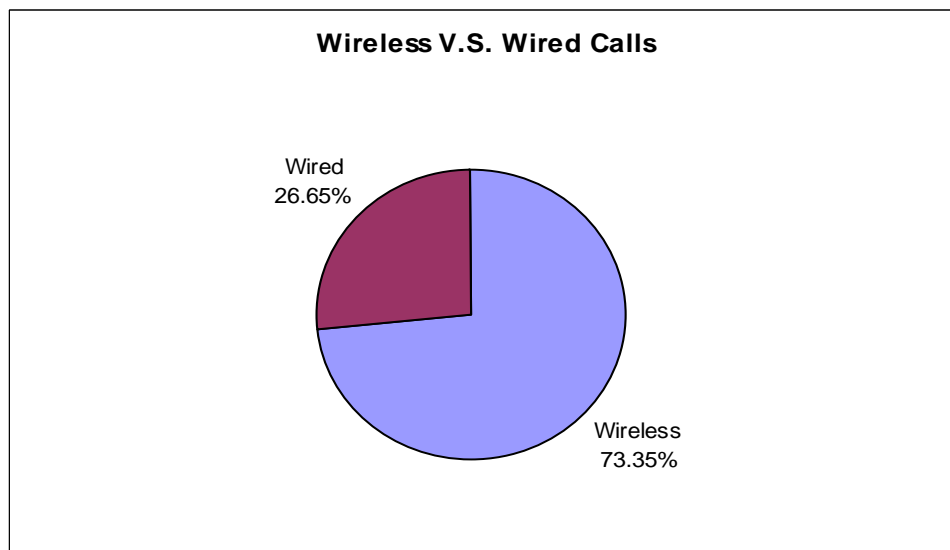
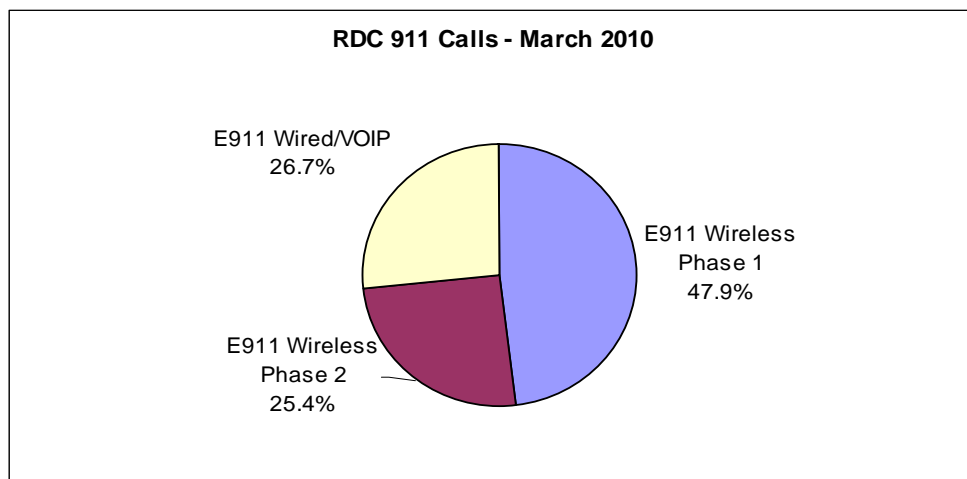




Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1117	47.94%
E911 Wireless Phase 2	592	25.41%
E911 Wired/VOIP	621	26.65%
Total	2330	

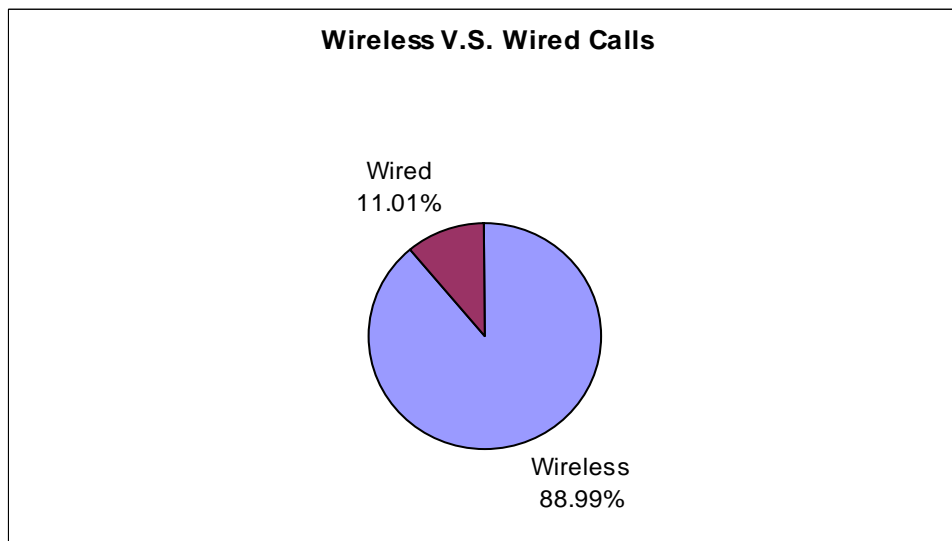
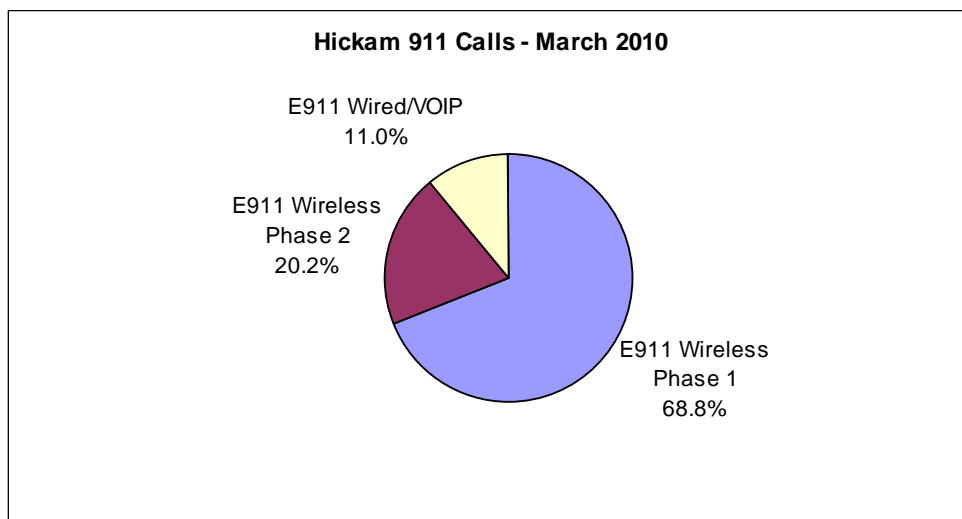




Call Statistics Continued

Hickam 911 Calls (Call-takers' positions)

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	231	68.75%
E911 Wireless Phase 2	68	20.24%
E911 Wired/VOIP	37	11.01%
Total	336	





MSAG Updates

MSAG Changes	Description	Date
72	CHANGE/COMBIN	March 2010

Wireless Routing Sheets Processed

Carrier	Towers	Sectors
AT&T	1	9

Events and Project Status

Ongoing

- DIT has received new Geolynx backup servers and is preparing to install the Geolynx servers with Pictometry data.
- DIT has received the first complete delivery of Pictometry data and is deploying it to the Oahu PSAPs.
- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system to Hawaiian Tel's CNET solution.
- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.
- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.
- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.
- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of



this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.

- DIT is also working to have Oahu's E911 servers provide real-time alarms to an alert system in DIT Operations for immediate response and escalation to the appropriate contact. Any hardware failure, including hard drives, power supply, etc. will trigger these event notifications automatically.
- As per the City & County Honolulu's new computer security policies, DIT is in the process of testing cyber security measures and developing maintenance plans to conform to those guidelines.

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- PSAP Operations**

9-1-1 Call Volume – March 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,295	2,807	33.8%	5,488	66.2%
MOLOKAI	298	185	62.1%	113	37.9%

(*) Totals are based on calls to primary PSAP.

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	23,947	8,359	34.9%	15,586	65.1%	2	0.0%	4,191	17.5%
AVG PER MO	7,982	2,786		5,195		1		1,397	
<u>Note:</u>	Total Calls include Administrative calls that are not direct 911 calls.								

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	774	488	63.1%	285	36.9%	1	0.1%	145	18.7%
AVG PER MO	258	163		95		0		48	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – March 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
03/02/10	Sprint/Nextel	Maui	6	12	Maui PSAP/Akimeka
03/08/10 – 03/09/10	Sprint/Nextel (Connectivity Testing)	Maui	1	2	Maui PSAP/Akimeka
03/08/10 – 03/09/10	Sprint/Nextel (Connectivity Testing)	Lanai	1	2	Maui PSAP/Akimeka
03/08/10 – 03/09/10	Sprint/Nextel (Connectivity Testing)	Molokai	1	2	Molokai PSAP/Akimeka
03/11/10	T-Mobile	Maui	2	4	Maui PSAP/Akimeka

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• PSAP Operations (continued)

03/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.

Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP.

03/01/10 -- Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Currently pending legislation is SB2695 and HB2542 - Transfer of Non-General Funds and HCR No. 281 -- Requesting an Audit of the Wireless Enhanced 9-1-1 Fund.

03/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are under review.

03/05/10 Akimeka personnel shared information and websites highlighting National Public Safety Telecommunications Week, April 11-17, 2010, with the Neighbor Island PSAPs.

03/08/10 -- 03/12/10 Akimeka personnel worked with Lieutenant Faamu and Kevin Kuwahara from Hawaiian Telcom, Inc. (HTI) to resolve Maui's PBX stats issues. HTI's technician assisted Lieutenant Faamu to retrieve February 2010 statistics which he thought he had lost.

03/17/10 -- Ongoing Akimeka personnel continue to work with the Neighbor Island PSAPs regarding the Safelink certification. Safelink is a program being introduced by Tracfone which will allow 80 free wireless minutes per month to qualified low income subscribers.

The certification being requested is to document that Tracfone has provided letters from each of the wireless service providers they subscribe to and that 9-1-1 service will be processed equally between Tracfone and Safelink subscribers.

Akimeka personnel is reviewing and will be providing the Neighbor Island PSAPs will a recommendation by April 15, 2010.

Tracfone/Safelink would like to receive the certification from each of the PSAPs by April 30, 2010. If no certification is received, Tracfone/Safelink will self-certify and implement on May 13, 2010.

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• **MSAG**

Current Month – March 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
MAUI COUNTY	173	168	40	44	31	46	7	1	5	1	1

Revised categories and report format changes effective April 2009.

A total of 173 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of March 2010, 168 change requests were completed on the Maui County MSAG database. There currently exists one (1) request in Suspended status, with one (1) TN affected. The location remains unknown.

Additionally, in the month of March 2010, efforts were focused on the review and clean-up of Lanai. A street name comparison was performed between the Lanai Street Centerlines and MSAG database records to: 1) ensure all necessary streets listed in the street centerline exist in the MSAG database, and 2) identify any streets in the MSAG database unsynchronized with and/or not included in the street centerline database. All 30 issues identified were researched and necessary action taken. This comparison will be periodically performed to ensure continuous street name synchronization between the Street Centerline and MSAG databases.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	173	168	40	44	31	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	428	397	117	62	95	94	29	1	31		
AVG PER MO	143	132	39	21	32	31	10	0	10		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• **Mapping Layers Updated/Loaded Into GIS – March 2010**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	03/23/10			Per Nextel CRSS
	Maui	03/16/10			Per Nextel CRSS
	Maui	03/10/10			Per T-Mobile TVW
	Maui	03/09/10			Per Sprint TVW
	Maui	03/03/10			Per Verizon Wireless CRSS
Street Centerlines					
Address Points	Maui	03/31/10			
	Maui	03/30/10			
	Maui/Molokai	03/29/10			
	Maui/Molokai	03/26/10			
	Maui/Molokai	03/25/10			
	Maui/Molokai	03/24/10			
	Maui	03/19/10			
	Maui	03/16/10			
	Maui	03/15/10			
	Maui	03/12/10			
	Maui	03/10/10			
	Maui	03/09/10			
	Maui	03/08/10			
	Maui	03/05/10			
	Maui	03/04/10			
Pseudo Address Points	Maui	03/31/10			
	Molokai	03/24/10			
	Maui	03/12/10			
	Maui	03/11/10			
	Maui	03/10/10			
	Maui	03/04/10			
Parcels					
Airports					
Bridges					
Cane Fields					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010
(continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Coastal Names	Maui/Molokai	03/22/10			
	Maui/Molokai	03/19/10			
	Maui	03/16/10			
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations	Maui			03/03/10	
	Maui/Molokai	03/02/10			
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui	03/10/10			
	Maui	03/03/10		03/03/10	
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Police Beat Boundaries					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- Mapping Layers Updated/Loaded Into GIS – March 2010
(continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations	Maui			03/03/10	
	Maui/Molokai	03/02/10			
Points of Interest	Maui/Molokai	03/15/10			
	Maui/Molokai	03/12/10			New layer created.
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions	Maui	03/23/10			
	Maui	03/19/10			
Tow Truck					
Towns					
Trails					
	Maui	03/15/10			
Tsunami Evacuation Zones					

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

- **Mapping Layers Updated/Loaded Into GIS – March 2010**
(continued)

Current Month GIS Activities – March 2010

- 03/01/10 -- Akimeka GIS personnel rectified condo maps to add address points for
03/15/10 condo/apartment units.

- 03/03/10 Akimeka GIS personnel have been working with the Maui PSAP dispatchers on
resolving discrepancies on common place locations and names. A list of
common place discrepancies were sent to the Maui PSAP for review.

- 03/03/10 Akimeka GIS personnel adjusted the zoom levels in the configurator for certain
layers, i.e., address points. The default map zoom level was also adjusted.

- 03/08/10 Akimeka GIS personnel started working on creating PowerMap Training videos
for the Maui County PSAPs.

- 03/17/10 -- Akimeka GIS personnel worked on GPSing streets on Maui.
03/18/10

- **Service Requests Transactions**

Open Service Requests – March 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Maui County Wireless E9-1-1 Status Report March 1, 2010 – March 31, 2010

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	1	2	0	1	1	0	1	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	9	9	0	5	5	4	4	0	0	0	0
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions



CHARMAINE TAVARES
MAYOR

OUR REFERENCE
YOUR REFERENCE

POLICE DEPARTMENT

COUNTY OF MAUI

55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
FAX (808) 244-6411



GARY A. YABUTA
CHIEF OF POLICE

CLAYTON N.Y.W. TOM
DEPUTY CHIEF OF POLICE

March 30, 2010

Mr. Russ K. Saito, Chair
Wireless Enhance 911 Board
1600 Kapiolani Boulevard, Suite 530
Honolulu, Hawaii 96814

Dear Mr. Saito:

Re: REQUEST FOR CONSIDERATION OF REIMBURSEMENT
OF FUNDS FOR MAUI POLICE DEPARTMENT PSAP
CAD/911 BACKUP UNIT

The Maui Police Department has been working diligently towards replacing its legacy CAD and RMS system. When a 911 call is received via the E911 system, it consists of ANI/ALI data that is merged with incident information entered by our police personnel on the CAD, and first responders are then dispatched to the location of the emergency event via CAD. The data regarding these events are crucial and remains on live servers. Eventually, the data is backed over to a CAD emergency data storage device. Unfortunately, the existing device is out of warranty and nearing its end of life.

The new Intergraph CAD data storage device, while adequate at the time of installation, was specified six years ago. While suitable for the present time, a more robust solution is needed to allow the system to function several years into the future.

The Maui Police Department is requesting consideration of reimbursement funding of an estimated amount of \$55,743.72.

Your consideration in this matter is greatly appreciated. If you have any questions regarding this matter, please contact Captain Lawrence Hudson of our Technical Services Section at (808) 244-6435.

Very truly yours,

fw: GARY YABUTA
Chief of Police

TO : CLAYTON TOM, DEPUTY CHIEF OF POLICE
VIA : CHANNELS
FROM : LAWRENCE HUDSON, CAPTAIN, TECHNICAL SERVICES
SUBJECT : ANTICIPATED EXPENSES FOR THE MAUI POLICE DEPARTMENT PSAP

*PROPOSAL TO
 BE SUBMITTED
 TO E911 BOARD
 FW NORMANSON*
*GR 1
 3/30/10*

Sir, the following communication is in reference to an expected expense regarding the Maui Police Department's PSAP and how it relates to E-911/CAD data storage.

A 911 call for service consists of ANI/ALI data (received via the E911 system) that is merged with incident information entered by Maui Police Department personnel on the CAD. First responders are then dispatched the location of the emergency event via CAD.

The data regarding these events are crucial and remains on live servers. Eventually, the data is backed over to a CAD emergency data storage device. Unfortunately, the existing device is out of warranty and nearing its end of life.

The new Intergraph CAD data storage device, while adequate at the time of install, was specified six years ago. While suitable for the present time, a more robust solution is needed to allow the system to function several years into the future.

The device is as follows:

CAD/911 Backup Unit with Software:

<u>QTY</u>	<u>ITEM</u>	<u>COST</u>	<u>EXT. COST</u>
2	PowerVault TL2000	\$18,000.00	\$36,000.00
	PowerVault TL, LTO4-120HH, 800GB/1.6TB/2HH		Inc.
	iSCSI Controller Card and Cable to connect to 2 SAS drivers		Inc.
	LTO Tape Cleaner		Inc.
	Tape Media for LTO4-120 tape drive, 800GB/1.6TB, 50 Pack		Inc.
	Backup Software		
2	Symantec Backup Exec 2010 Server Suite 1 yr	\$1,451.47	\$2,902.94
2	Symantec Backup Exec 2010 Windows Remote Server	\$1,677.16	\$3,354.32
2	Symantec Backup Exec 2010 Database Application Protec	\$1,743.23	\$3,486.46
	SUB-TOTAL		\$45,743.72
	LABOR (40 hours)		\$10,000.00
	TOTAL		\$55,743.72



EXECUTIVE CHAMBERS
HONOLULU

LINDA LINGLE
GOVERNOR

March 25, 2010

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street
Washington, D.C. 20554

Dear Ms. Dortch:

This is in response to the letter from Mr. James Arden Barnett, Chief of the Public Safety and Homeland Security Bureau, dated February 10, 2010, requesting information to fulfill the Federal Communications Commission's ("Commission") obligations under Section 6(f)(2) of the New and Emerging Technologies 911 Improvement Act of 2008 ("NET 911 Act") to detail the status of the collection and distribution of fees or charges assessed for the purpose of providing 911 and enhanced 911 services.

The following responses address each of the inquiries made by the Public Safety and Homeland Security Bureau in turn and demonstrate the State of Hawaii's achievement in deploying enhanced 911 throughout the State:

1. A statement as to whether or not your State, or other entity defined as Section 6(f)(1) of the NET 911 Act, has established a funding mechanism designated for or imposed for the purpose of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).

By Act 159, Session Laws of Hawaii 2004, Hawaii established a monthly wireless enhanced 911 surcharge, which is imposed upon each commercial mobile radio service connection. At present, the current rate of the surcharge is \$0.66 per month for each commercial mobile radio service connection, except (a) connections billed to federal, state, and county government entities; and (b) prepaid connections. Act 159, codified at Chapter 138, Hawaii Revised Statutes ("HRS"), also provided for the establishment outside the state treasury of a special fund, to be known as the Wireless Enhanced 911 Fund ("Fund") that is administered by a Wireless Enhanced 911 Board (the "Board").

See the following link to find Chapter 138, HRS, for establishment of the surcharge and Fund: http://capitol.hawaii.gov/hrscurrent/Vol03_Ch0121-0200D/HRS0138/.

In addition, wireline carriers assess a monthly statewide 911 Emergency Service Surcharge of \$0.27 per telephone access line to pay for local enhanced 911 emergency services. HRS section 269-16.95 provides the public utility with the authority to recover the capital and operational costs for providing statewide enhanced 911 emergency services and requires the identification of the surcharge as a separate line item on customer's bills. HRS section 269-16.95 may be found at: http://capitol.hawaii.gov/hrscurrent/vol05_Ch0261-319/HRS0269/HRS_0269-0016_0095.htm.

The \$0.27 cent fee is based on a filing by Hawaiian Telcom the Incumbent Local Exchange Carrier (ILEC) and subsequent approval by the Hawaii Public Utilities Commission. Currently, Hawaiian Telcom collects and keeps the surcharge in accordance to the Law.

2. The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009. A statement describing how the funds collected are made available to localities, and whether your state has established written criteria regarding the allowable use of the collected funds, including the legal citation to such criteria.

The wireless surcharge assessed has been established at \$0.66 per connection per month. In 2009, approximately \$8,178,764.44 was collected and remitted to the Wireless Enhanced 911 Fund.

The surcharge assessed by the ILEC is \$0.27 per telephone access line. Hawaiian Telcom reports that it collected approximately \$1.4 million during the year ending December 31, 2009 in 911 Emergency Service Surcharge assessments.

The amounts collected by the Wireless Enhanced 911 Board are used to reimburse public safety answering points ("PSAPs") solely for their:

"Reasonable costs to lease, purchase, or maintain all necessary equipment, including computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the wireless enhanced 911 service pursuant to the Federal Communications Commission order [issued in Docket No. 94-102 governing wireless enhanced 911 service]" HRS section 138-5(a)

The Board reimburses PSAPs for capital and operational expenses to provide wireless enhanced 911 services upon: (a) written request submitted to the Board, in the form prescribed by the Board; (b) review by the Board's technical and finance committees to ensure necessity and prudence of expenditure and adequacy of moneys in

the Fund; and (c) approval of a majority of the Board at a publicly noticed Board meeting.

The amounts collected by the ILEC are to be used for 911 and E911 services as set forth by the Hawaii Public Utilities Commission in its decision and order approving the surcharge amount. See Hawaii Public Utilities Commission Decision and Order No. 13950, filed on June 9, 1995 in Docket Nos. 7579, 7524, 7523, 7193, and 6404 (Consolidated).

3. A statement identifying any entity in your State that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.

As stated in answer to question number 2, above, the Board provides oversight for the reimbursements that are paid to the PSAPs for wireless enhanced 911 services. The Board must provide an annual written report to the Hawaii State Legislature detailing:

- A. The total aggregate surcharge collected by the State in the last fiscal year;
- B. The amount of disbursement from the Fund;
- C. The recipient of each disbursement and a description of the project for which the money was disbursed;
- D. The conditions, if any, placed by the Board on disbursements from the Fund;
- E. The planned expenditures from the Fund in the next fiscal year;
- F. The amount of any unexpected funds carried forward for the next fiscal year;
- G. A cost study to guide the legislature towards necessary adjustments to the Fund and the monthly surcharge; and
- H. A progress report of jurisdictional readiness for wireless E911 services, including public safety answering points, wireless providers, and wireline providers.

Additionally, the Hawaii State Legislature establishes the annual expenditure ceiling for the Board (\$9 million for FY09 and FY10) when it reviews the budget proposed by the State Department of Accounting and General Services, since it is administratively attached to the department.

The Hawaii Public Utilities Commission, as regulator of the ILEC, provides oversight for the public utility. Reviews of all rates and surcharges are conducted during rate cases initiated before the Hawaii Public Utilities Commission.

4. A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.

In calendar year 2009 the Board reimbursed Hawaii PSAPs approximately \$6,236,643.62 for various capital and operational expenses relating to enhanced 911 services in accordance with HRS 138-5. In addition, \$16,000, 000 was transferred from the Wireless Enhanced 911 Fund into the state General Fund in accordance with HRS 37-46.

5. A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.

\$16,000, 000 was transferred from the Wireless Enhanced 911 Fund into the state General Fund to support state general fund purposes.

6. Any other comments you may wish to provide regarding the applicable funding mechanism for 911 and E911.

There are a number of bills before the Hawaii State Legislature that could impact the Wireless Enhanced 911 Fund, as presently written. Particularly noteworthy is House Bill No. 1014, House Draft 3, carried over from the last legislative session, which provides for the following changes, among others, to Chapter 138, HRS:

- A. Broadens the applicability of the Enhanced 911 Surcharge to other telecommunications service providers by including "local landline telephones, cellular telephones, wireless communications, interconnected voice over internet protocol, or any other service or technology by which a caller can contact a 911 call center."
- B. Imposes the monthly surcharge on landline, voice over internet protocol, and any other communication service able to contact a 911 call center;
- C. Increases the authority of the Board to spend surcharge funds not just to reimburse costs of implementing wireless enhanced 911 services, but on funding operation of the enhanced 911 system generally.

The availability of this Fund and the mechanism of recovery for the PSAPs and wireless carriers to implement and sustain enhanced 911 services have moved the State of Hawaii from no enhanced wireless 911 service to full implementation of Phase II wireless enhanced 911 service in less than 3 years. Today, as technology advances in all aspects for the telecommunications industry, we must remain vigilant to keep pace with

our emergency response systems so that our residents and visitors have assurances that they will have access to the emergency services when needed.

Hawaii is always happy to oblige to requests from the Commission. Should the Commissions' Public Safety and Homeland Security Bureau need further assistance from our State, please do not hesitate to contact Russ Saito of the Department of Accounting and General Services at (808) 586-0400

Sincerely,

A handwritten signature in black ink, appearing to read "L. Lingle", written in a cursive style.

LINDA LINGLE
Governor

cc: James Arden Barnett, Jr.
Chief, Public Safety and Homeland Security Bureau
Russ K. Saito, State Comptroller